

Lung and Sleep Disorder Center
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Instructions for obtaining your download

Once you have been prescribed sleep equipment, Raymond will fax your order to a DME (durable medical equipment) company. This process may take up to 2-4 weeks depending on your insurance.

Once your equipment is delivered you will be informed on how to obtain download reports of your equipment. A download is a compliance report that tells Dr. Ashraf how your machine is working for you, letting him see if any changes need to be made. This is an important document that needs to be brought to **EVERY** appointment (*please obtain this report a week prior to your follow up appointment with us*). It is always best to **BRING** a paper copy of your download to your appointments, fax machines are not always reliable in obtaining reports, which may delay your process for being seen by the providers.

Please bring your **entire c-pap/bi- pap with cords**, to your first visit once you have received it. Our office will let you know where the chip is located for next follow up. In the case that the machine has **no chip**, you will have to **contact your DME Company** for them to obtain a download and have it **faxed to our office**. Every machine is different, so please be sure to ask how this process needs to be done. Again, it is *highly* recommended that you hand carry in your download report or chip to every visit.

Please give your insurance at least 2-4 weeks to process your equipment order. If you have yet to hear from anyone *after* the four-week period ends, please call the office at 661-377-0091 and ask for Raymond.

We sincerely appreciate your patience and look forward to seeing you at your next visit at The Lung and Sleep Disorder Center!

Company:

SIGN: